



SUPPORTING QUALITY EMPLOYMENT SOLUTIONS®

REPORT OF THE NEBRASKA

## State Rehabilitation Council

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## State Rehabilitation Council

Nebraska Department of Education

October 1, 2007

Greetings,

On behalf of the Nebraska State Rehabilitation Council (SRC), I am pleased to present to you our 2007 annual report.

The past year has marked another busy and productive year for the SRC. During the past year, at the council's request, the Nebraska Department of Vocational Rehabilitation (V.R.) provided information on many topics, including but not limited to, the Transition Scholarship Program, the Youth Leadership Council, the Emerging Leadership Project, the Interpreter Mentor Program, and the Interpreter Scheduling Database. The goal of all of these projects is to reach out to Nebraskans, who experience a disability, to improve their quality of life, and their economic outcomes.

The SRC has continued working in close collaboration with V.R. to improve and expand employment opportunities for Nebraskans who experience a disability. Further, the SRC has also established a high level of collaboration with the Client Assistance Program, the Statewide Independent Living Council, the Assistive Technology Partnership, and the Commission for the Deaf and Hard of Hearing.

In addition to providing input to V.R. regarding the many programs and projects that are offered, the SRC also took part in the Federal Review conducted by Rehabilitation Services Administration (RSA). The review included discussions and interviews with members of the SRC. The SRC was extremely pleased to learn that the review resulted in a very favorable outcome, and that many of the goals established as a result of the review were consistent with the goals that V.R. had already established as part of their long-term strategic planning.

The SRC looks forward to another productive year working in conjunction with V.R. It is truly a privilege to work with those who so willingly strive for greater independence and economic outcomes for Nebraskans who experience disabilities.

Respectfully,

*Gayle Hahn*

Gayle Hahn, Chairperson  
Nebraska State Rehabilitation Council

*“Lauren had no doubt she would go to college.”*

Lisa Mitchell  
Employment Specialist, Norfolk



Lauren Brown

It was her freshman year in high school when Lauren Brown received the diagnosis she had Juvenile Ankylosing Spondylitis (JAS). The condition causes a painful inflammation of the ligaments and tendons.

Lauren also deals with fatigue and a weakened immune system. She began working with her teachers and Lisa Mitchell, Employment Specialist with the Norfolk Voc Rehab office. Lauren had no doubt she would go to college and selected

Wayne State College. Once at college, she continued to receive assistance from Voc Rehab, as well as Assistive Technology Partnership and the STRIDE program (a federally-funded program of college services). Lauren would like to pursue a degree in Human Services Counseling.

# Message from Frank C. Lloyd

Director of Vocational Rehabilitation

## Discovering New Opportunities

In the Nebraska Vocational Rehabilitation program how do we prepare for new opportunities? Often it is not a detailed plan of action. It's more about listening and looking in new areas and trying something different that reveals possibilities. In many respects it's like one of the Monty Python quips. In the middle of a skit the commentator would announce, “And now for something completely different.” And with that the skit would change to something completely different and usually more absurd. It was part of the hilarious, yet creative genius of Monty Python and the Flying Circus.

Obviously, agencies need to be more responsible in pursuing change and preparing for the new possibilities. Yet, there is an element of truth here.



Vocational Rehabilitation Office Locations

Sometimes organizations need to “try something completely different” to break out of traditional modes of thinking in order to see new opportunities.

## The Lure of Traditional Thinking

Why do we need to think about our organization in a different way? Because, there is a lure to traditional thinking. It can lull us into feeling comfortable where we are. Thus, closing the door to discovering new opportunities. It is a trap in our thinking when we believe that:

**Our past determines our future.** Organizations often look to their past to know what to do in the future. This can make us feel that we have the answers in our “tried and true” methods of operation.

**SUCCESS STORY**

## NEBRASKA VOCATIONAL REHABILITATION EMPLOYMENT PROGRAM 2007

Employment Program	# people
Applied for Services	4,207
Eligible for Services	3,788
Started Services	2,450
Received Services	5,654
Successfully Employed	1,530
Continuing in Services	3,193
<b>Success Rate</b>	<b>61.97%</b>

### Transition Program

Successful Transition	219
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### Employment Warranty

Post Employment Services

Successful Warranty	252
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If we only do what we've done in the past we may feel our future is secure and predictable. Yet, the world changes around us making the program irrelevant without a clear sense of future direction.

Our history is not a good barometer for preparing for new opportunities.

### What we've tried before won't

**work.** Traditional thinking often leads us to say, "Oh, we've tried that before and it didn't work." It is always tempting to dismiss an "old" idea rather than think about the idea in a new way. T. S. Eliot was right when he said, "We shall not cease from exploration and the end of all our exploring will be to arrive where we started and know the place for the first time."

It is difficult to look at what we've done before and see new possibilities. Yet, that is often where we find new opportunities. The difference in thinking or action might seem subtle but the new perspective can help us "know the place for the first time."

Kevin Paxton Hickenbottom

*"He's looking forward to his future."*

Tammy Laird

Employment Specialist, Lincoln

Kevin Paxton Hickenbottom first came into the Lincoln office of Voc Rehab at the suggestion of family and friends. He was looking for career guidance. Kevin knew he wanted to work and live independently.

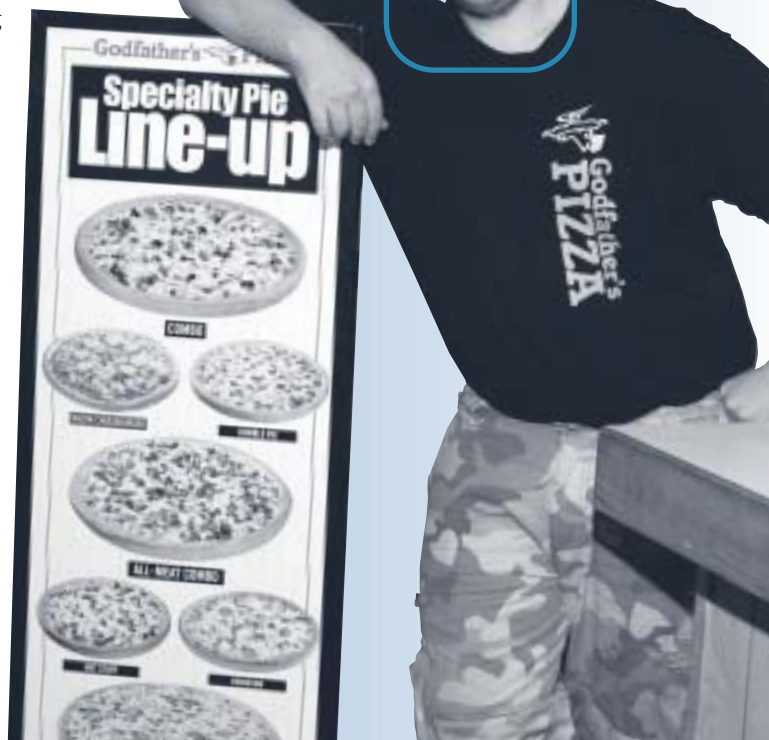
Kevin had been diagnosed with ADHD and

Bipolar disorder. Both conditions made finding and keeping

employment difficult. Kevin worked with the staff at Voc Rehab receiving assistance with job search leads, filling out an application, and practice interviewing. The preparation paid off when, with help from Employment Specialist Tammy Laird, Kevin successfully interviewed and was hired by Godfather's Pizza. With support from Tammy, Kevin maintained his employment success. Recently when a chance came for an out of state move, Kevin had the

confidence to seize the opportunity.

### SUCCESS STORY



## Message...

### *Jon transferred into the Millard Young Adult Program.*

Kristen Janett  
Employment Specialist, Omaha

A new chapter began for Jon Tomaszewicz starting with his family moving from Texas to Nebraska. He attended Millard North High School and soon began working with staff from Omaha Voc Rehab. Jon is eligible for services due to a learning disability with speech and language

**SUCCESS STORY**

impairments. After graduation Jon transitioned into the Millard Young Adult Program (MYA). Employment Specialist Kristin Janett provided services coordinating with the MYA program. The activities prepared Jon well, as he successfully applied, interviewed and accepted a job at Long John Silver's. Jon has learned many new skills on the job and has advanced to being a team leader.



Jon Tomaszewicz

**We're too busy.** "But, we're too busy" is another traditional way of closing the door to new opportunities. After all, it probably is true. We are too busy. But quickly jumping to time constraints can become a barrier to preparing for new opportunities. The challenge is to balance our efforts so we get our work done and still make time for finding emerging opportunities that could bring in additional resources and free up our time for more productive opportunities.

**We need more money.** "But, we need more money." The need for more money is always an easy answer to why we are not open to new opportunities. The reality is more money often gets us more of what we've done. More money as an answer implies that we are already operating in an effective and efficient way and we just need more of the same – not new possibilities. Once we drop the easy answer of "more money" as an excuse, we can start the hard work of finding creative alternatives.

**We're not set up to try something new.** Agencies are designed to support current activities not necessarily new opportunities. Emerging opportunities often require different activities, new skills or expanded networks. It is always difficult to pursue opportunities that don't fit well with the existing staff skills and ways of operating. We can easily convince ourselves this new idea doesn't fit our program, hence, the lure of traditional thinking.

### **Why Prepare for New Opportunities?**

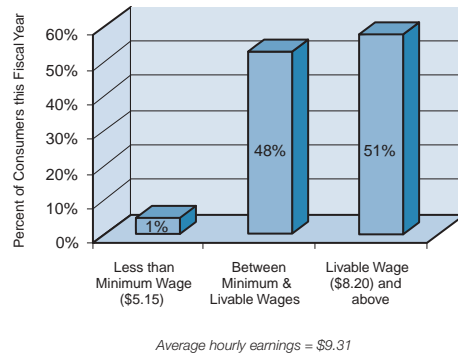
Why should we prepare for the unknown? Routines and consistent practices make our day run smoother. But, they also make us oblivious to emerging opportunities. It is the loss of opportunity that goes unnoticed. It is the loss of additional resources, more effective practices and the like that we miss. We must explore new opportunities.



We have a responsibility to serve all eligible consumers. We serve only 1 out of 20 who could be eligible. Who are the other 19 consumers? If staff are busy serving all the consumers that know about Voc Rehab through traditional referral sources, who are the consumers who are equally deserving of our services but are not connected to vocal support groups? This is an issue of equity. We have a responsibility to reach out to underserved groups – not to wait for more money and time.

Preparing for new opportunities is a way of positioning the organization to notice and be ready for opportunities. We are surrounded by great opportunities. But, while some staff are seeing great opportunities others are seeing more work. If our current thinking and processes mesmerize us we will not recognize great opportunities at our doorstep.

#### HOURLY EARNINGS FOR SUCCESSFULLY EMPLOYED



#### Proceed in Productive Ways

How can we shake loose from traditional thinking and a sense of helplessness to prepare for new opportunities? Here are some thoughts.

**Take leaps of faith.** Incremental management always seems like a safe way to change an organization. Too much change creates noise and a ripple effect in an organization. Typically, emerging opportunities are riddled with unknowns, and hence, not readily accepted. But, we can't play it safe and discover new opportunities. We must take a leap of faith.

*Voc Rehab provided Jenny with advice and college assessment.*

Dave Jelinek  
Employment Specialist, Grand Island



Jenny Keown



Jenny Keown began working with Voc Rehab while in high school. Employment Specialist Dave Jelinek, from the Grand Island Voc Rehab office, offered Jenny advice and assessment testing to prepare her for college. Jenny was born with Cerebral Palsy; she wanted to locate a college that would meet her academic goals and physical requirements. Jenny attended Hastings College, graduating with a degree in Psychology. Voc Rehab offered some assistance with her job search and Jenny did the rest. She accepted a position with Health & Human Services in Grand Island, working as a case aide. Jenny has gone on to achieve many goals she set for herself, including living independently.

SUCCESS STORY

## Message...

### PROMISING PRACTICE

In the FY2007 monitoring review, the federal Rehabilitation Services Administration (RSA) identified the following as one of seven promising practices by Nebraska Vocational Rehabilitation (NVR).

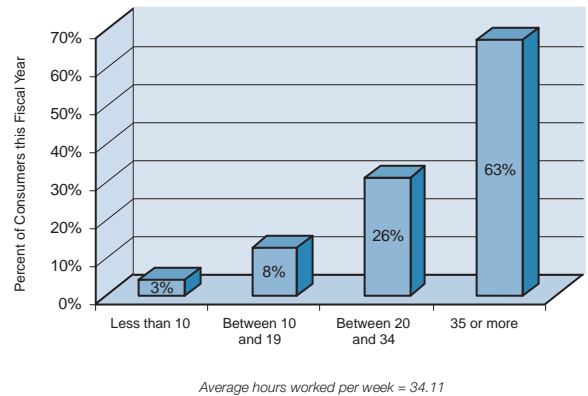
## Nebraska Contract Monitoring

NVR program staff conduct quarterly monitoring of each service provider to discuss goals, progress made, and future plans. This information is documented in QUEST, the agency's case management and financial tracking system. NVR has assigned an administrative specialist to conduct on-site financial reviews of all service contracts, identifying problems and reconciling the records in a report that is issued to the contractor and NVR administrative staff.

**Accept ambiguity.** New endeavors are not precisely formulated. Often there is a lot of trial and error in introducing a new idea. Many want the security of a plan that is not evident at first but will unfold over time. To prepare for new opportunities is to live in a world of ambiguity and feel uncomfortable along the journey.

**Think systemically.** Emerging opportunities are best formulated systemically. New ideas have a ripple effect in the organization. The more they are integrated into the system the more they will be accepted and the better they will work. Think systemically. Connect people, resources, values and processes.

### HOURS WORKED PER WEEK FOR SUCCESSFULLY EMPLOYED



### Challenge with a champion.

Someone who is committed to an idea and looks for solutions (not problems to justify dropping the project) best champions new opportunities. Find the person with the passion and the vision. They will open the way for others to act.

**Build on strengths.** New opportunities are best if they play to the strengths of the organization. New opportunities are more readily accepted when staff get to use their strengths or learn something new while helping the organization reach its goals.



## Participating in the Summer Youth Program was a golden opportunity for Kathryn.

**Value Partnerships.** Emerging opportunities are often found in new partnerships. Organizations that don't feel a need to find common goals and share resources will miss new opportunities.

### Directions Along the Journey

Nebraska Vocational Rehabilitation embraces the spirit of preparing for emerging opportunities. The special projects and underserved populations below were not pursued because staff had time on their hands or because we had too much money. The number of staff has not increased during the past 10-12 years nor have we been funded beyond the Federal cost-of-living. The following directions are being pursued because they bring new resources through productive partnerships;

they help us become a more equitable, effective and efficient program without pursuing additional staff and increased funds. Here are some of the promising directions in which we are growing.

#### Transition Scholarship

**Program.** This is a unique employer training program for transition students who are looking for an alternative to 4-year college. Voc Rehab staff work with the student, parent(s), educators and employer to select, prepare, train and place students in good jobs with benefits and opportunity for advancement. The program helps close the gap that some employers feel exists between the student's education and the employer's needs.

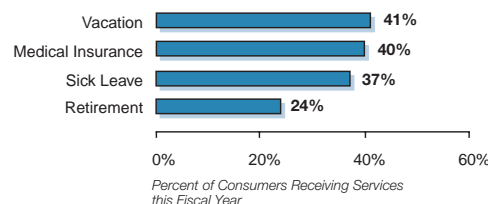
#### SUCCESS STORY

Diana Hipple  
Employment Specialist, North Platte

Kathryn Jimenez was a student at Cozad High School when she started working with Diana Hipple, Employment Specialist with the North Platte Voc Rehab office. A student with a learning disability, Kathryn had concerns about her ability to find work once she graduated. Participating in the Summer Youth Program (a partnership between Vocational Rehabilitation and Nebraska Workforce Development) was a golden opportunity for Kathryn. The program offered classroom activities and experience at a temporary paid position. The training paid off, Kathryn was offered a permanent position with Tabora Farms in Cozad. Kathryn's mother, Rachel Jimenez commented, "Kathryn...has confidence that she can accomplish many more things thanks to the summer youth program she attended."



#### PERCENT OF SUCCESSFUL OUTCOMES RECEIVING BENEFITS



Kathryn Jimenez

## Message...

*Voc Rehab was there  
with support and  
encouragement.*

Sharon Maynard  
Employment Specialist, Grand Island

Chuck  
Colclasure



Chuck Colclasure had been told he was never going to walk again following a spinal cord injury. Chuck fought back, and after many months of hard work at Craig hospital he was walking with the help of crutches. As soon as he returned home from the hospital, staff from Voc Rehab contacted Chuck. Returning to his previous work in construction wasn't possible, so other options were discussed with Sharon Maynard, Employment Specialist from the Grand Island office. The decision was made and Chuck attended school first at Central Community College, then he transferred to University of NE at Kearney. His focus is business with an emphasis in marketing. In the winter of 2007, Chuck received a prestigious scholarship to The Washington Center in Washington D.C. and Voc Rehab was there with support and encouragement.

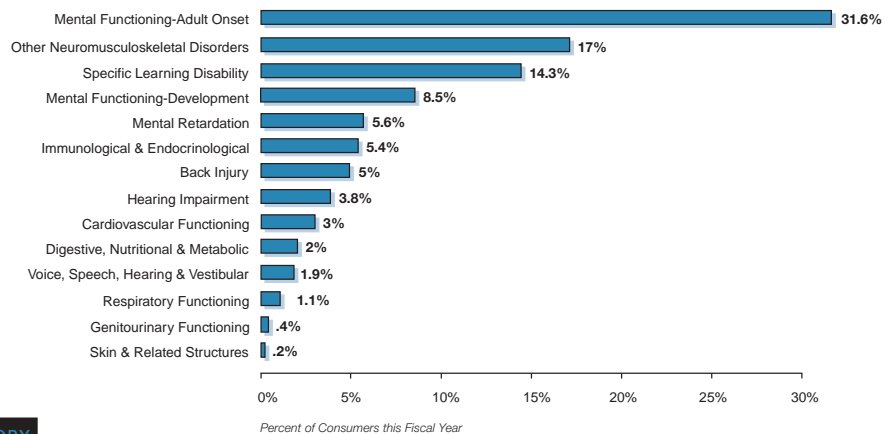
**SUCCESS STORY**

**Hospital Outreach.** Hospital discharge typically does not include the patient's interest in returning to work. Simply asking the working age patient at discharge, "Do you plan to return to work?" could open the opportunity of a referral to Voc Rehab for vocational evaluation, career planning, assistive technology services and specialized placement. The referral is likely to bring a different consumer to Voc Rehab – one that was not referred through traditional Health and Human Resources programs; possibly a consumer with a stable work history that does not feel

they are "disabled" and yet they need Vocational Rehabilitation services to return to work.

**Traumatic and Acquired Brain Injury (ABI).** In Nebraska there are limited supports for people with ABI. With no designated funds for ABI, Voc Rehab funded and supported two ABI community projects that are yielding effective ways to serve this population using existing supports. The projects are making a strong case for designated funding to help ABI consumers receive the supports they need to return to work.

### LEADING CAUSES OF IMPAIRMENT FOR THOSE WHO RECEIVED SERVICES



## Voc Rehab assisted with home and vehicle modifications.

Pat Kraemer

Employment Specialist, Scottsbluff

**Older Workers.** The trend is clear. The “Baby Boomers” are changing our thinking about work. The workforce and the population as a whole are aging. Labor shortages are projected in a growing number of sectors in our economy. Many workers intend to continue to work beyond the traditional retirement age. People in the aging workforce will be challenged with a variety of physical limitations that are not personally viewed as disabilities but will prevent older workers from staying employed. There is a clear opportunity for Voc Rehab to serve a new population of consumers who bring the strengths of a stable work history, education, and a wealth of work experiences.

### Juvenile Justice Partnerships.

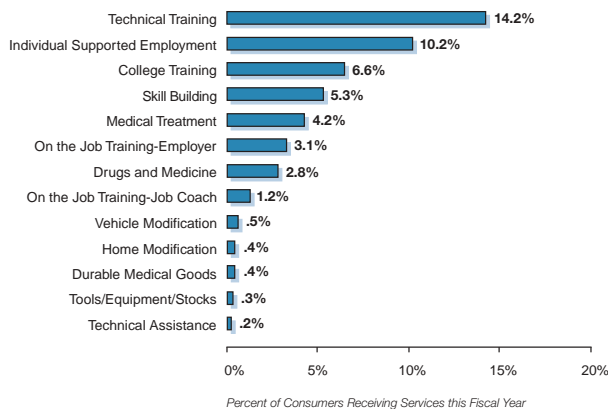
For years Voc Rehab has worked in partnership with the Juvenile Justice System in developing an effective work program for juveniles. More than 180 juveniles have acquired their GED and gone on to successful employment through this program. By diverting some of our existing staffing resources we are expanding this highly effective program to multiple locations in Nebraska. These partnerships are extremely valuable because it is unlikely that this population could be effectively served through an individual counselor’s caseload. The program helps fill a critical gap for unsuccessful students between their transition program and adult services.

Jackie Bartels



It was a fall from about twenty feet that left Jackie Bartels paralyzed from the waist down. Voc Rehab staff from the Scottsbluff office came into the picture after the accident, assisting with coordination of home and vehicle modifications. Employment Specialist Pat Kraemer helped Jackie research accessible colleges and scholarship opportunities. Jackie received a full-ride wheelchair tennis scholarship to The University of Texas at Arlington, graduating with a bachelor’s degree in Graphic Design. She is currently the marketing director for RISE Adventures, a non-profit organization advocating for persons with disabilities. In her role as a disability advocate, Jackie was named Ms. Wheelchair Texas 2007. She attends events throughout the State of Texas and the United States promoting disability awareness and serving as a spokeswoman for people with disabilities.

### SERVICES PROVIDED BY COMMUNITY AGENCIES AND PROGRAMS FOR SUCCESSFULLY EMPLOYED



*Today Ed has an art studio where he works and sells his art.*

Vocational Rehabilitation Staff  
Scottsbluff



Ed Lowe

Ed Lowe taught at the universities in Denver and Boulder Colorado prior to the car accident. He was also very involved in the art community, gaining recognition as an artist. Evaluation weeks after the accident revealed a change in mental functioning. Ed was diagnosed with Traumatic Brain Injury (TBI). The TBI aftermath included a deep clinical depression. Ed returned home to Nebraska to be near his mother, where he was referred to the Cirrus House. With support from Cirrus House, Ed was learning to cope with his depression. At this time staff from the Scottsbluff office of Voc Rehab met with him. The potential of this talented artist was discussed and with help from Voc Rehab a business consultant was brought in to help Ed explore the option of self-employment. Today Ed has an art studio where he works and sells his art. He has had many art shows in the United States and overseas.

**SUCCESS STORY**

**Youth**

**Leadership**

**Council.** The Youth Leadership Council is being formed through the combined efforts of Special Education and Voc Rehab, both in the Department of Education. The Council will be composed of students with disabilities from around the state. The youth will receive leadership training as well as explore issues of importance to youth with disabilities. The Youth Leadership Council will report to the State Board of Education, the Special Education Advisory Council and the State Rehabilitation Council. They will enhance their credibility with local and state leadership who are interested in the voice of youth on disability issues. We believe that many new opportunities will come from this venture.

**OCCUPATIONS AND EARNINGS  
FOR SUCCESSFULLY EMPLOYED**

Occupations	Percent	Average Hourly Earnings
Service	31.4%	\$7.64
Office Support	15.3%	\$8.40
Professional	12.2%	\$12.08
Sales	9.3%	\$7.96
Transportation and Material Moving	9.3%	\$9.33
Production	8.4%	\$9.86
Installation, Maintenance and Repair	4.6%	\$10.94
Management, Business and Finance	3.8%	\$14.48
Construction and Extraction	3.3%	\$11.19
Farming, Fishing and Forestry	2.1%	\$12.53
Military	0.1%	\$8.95

**Gallup Strength Finder.** The Gallup Organization through years of research and millions of interviews of effective workers has developed an effective tool to identify an individual's strengths. Based on the philosophy of helping employees build on their strengths we are exploring the use of the "Strength Finders" to improve the performance of our staff who work in Employment Teams of 10-14 members.

### **Palliative Care Pain**

**Management.** Many consumers are unable to return to work because of severe chronic pain. The Palliative Care Pain Management project works to help the consumer manage their pain and open the opportunity for Voc Rehab to help them return to work. This is a partnership with the Ticket to Work Infrastructure grant through HHS.

### **Customer Satisfaction Survey.**

Getting helpful feedback from consumers has always been a challenge. With the newly automated Customer Satisfaction Survey, consumers are given an opportunity to anonymously evaluate specific Voc Rehab

services immediately following the service. The survey questions were developed in consultation with the State Rehabilitation Council and the Client Assistance Program. Each survey will address key measures of success as viewed by the consumer.

These and other initiatives over the years have helped Nebraska Vocational Rehabilitation prepare for new opportunities – which reflects the pioneering spirit of the citizens of Nebraska.

*Frank C. Lloyd*

Frank C. Lloyd  
Director, Vocational Rehabilitation

## **2007 PERFORMANCE ON FEDERAL STANDARDS**

	<b>Federal Standard</b>	<b>Voc Rehab FY2007</b>	<b>Rating</b>
Increased number of employment outcomes	Equal or Increase	<b>+32 Consumers</b>	Above Federal Standards
Percent achieving employment outcome	55.80%	<b>62.17%</b>	Above Federal Standards
Percent with earnings above minimum wage	72.60%	<b>99.15%</b>	Above Federal Standards
Percent with significant disabilities	62.40%	<b>100.00%</b>	Above Federal Standards
Ratio of average earnings to state average earnings	0.52	<b>0.60</b>	Above Federal Standards
Increase in percent whose income is largest source of support	53.00	<b>60.38</b>	Above Federal Standards
Minority access	0.80	<b>0.79</b>	Below Federal Standards

## **PROMISING PRACTICE**

In the FY2007 monitoring review, the federal Rehabilitation Services Administration (RSA) identified the following as one of seven promising practices by Nebraska Vocational Rehabilitation (NVR).

## **Nebraska Transition Scholarships**

NVR and local employers award

“scholarships” to transitioning age youth who are looking for an alternative to college. NVR staff work with the school, eligible student, and parents to evaluate the student’s potential to succeed in one of a variety of job opportunities statewide. Each scholarship provides employer-based skill training and mentoring to assure that each student is successfully employed following the 8-12 week program.

# Annual Program Costs

## PROMISING PRACTICE

In the FY2007 monitoring review, the federal Rehabilitation Services Administration (RSA) identified the following as one of seven promising practices by Nebraska Vocational Rehabilitation (NVR).

## Nebraska iChat

NVR utilizes the iChat instant messaging technology built into the Mac operating system. This is a cost-saving tool for video and audio communication over the internet among the 19 field office locations across Nebraska. It is estimated that the agency is saving several thousand dollars each month on phone bills. The four-way video conferencing saves thousands more in reduced travel costs and savings of time for regional and state meetings.

	Cost of Program
<b>Administration</b>	<b>\$3,247,093.00</b>

## CLIENT SERVICES

	Cost of Program
Provided by VR Staff	\$10,750,603.00
Purchased from Community Rehab Programs	\$1,123,976.00
Purchased from Other Vendors	\$4,777,395.00
<b>Total</b>	<b>\$16,651,974.00</b>

## PURCHASED FOR CLIENTS

	Cost of Program
Assessment	\$569,626.00
Higher Education	\$1,834,945.00
Miscellaneous Training	\$1,564,836.00
Maintenance	\$135,444.00
Personal Assistance Services	\$8,583.00
Transportation	\$243,370.00
Rehabilitation Technology Services	\$1,400,242.00
Small Business Enterprise	\$56,380.00
All Other Services	\$87,945.00
<b>Total</b>	<b>\$5,901,371.00</b>



# SRC Committee Reports

## Transition Services Committee

Members: Katie Durfee, Alvin Fox, Gayle Hahn, Anna Harpster, Frank Lloyd, Larry Niemeyer, Terry Wilson, and Linda Douglas (Chair)

VR Advisor-Jack Shepard

The Transition Services Committee met during each Rehabilitation Council Meeting. Activities in which the Transition Committee was involved included:

- A survey to assess the working relationship of Vocational Rehabilitation Services with schools across the state of Nebraska was developed and mailed to 322 educators. 179 surveys were completed and returned. This was a 56% return rate.
- A Transition Roundtable meeting was held on June 28, 2007. The survey results and recommendations were discussed and suggestions made for continuing to build a strong working relationship between VR and the schools.

- Vocational Rehabilitation services developed and implemented a transition program with the Youth Rehabilitation Training Centers in Kearney and York.

- New Marketing materials were developed for counselors who provide transition presentations in the schools and communities in Nebraska. A tabletop transition poster, a wall poster, and black folders were developed. These materials have received very positive reviews.

The committee welcomes input from students, parents, staff and community representatives as we continue to develop and implement effective services for students who are transitioning from school to the world of work.

## *Jon attended Job Corps vocational training.*

Angie Ganwish and Marlene Konsel  
Employment Specialists, Columbus

Having a plan, setting goals, and identifying services was key for Jon Fiala and his employment outcome. Jon has a learning disability in written language and a speech/language impairment. He began working with Employment Specialist Angie Gangwish and Marlene Konsel in high school. They assisted with assessments, evaluations and postsecondary planning.

Jon attended Job Corps training offered through the U.S. Department of Labor. He received no-cost vocational training. After the training, Jon accepted a job with the local Wal-Mart. Voc Rehab was there to provide work clothing, arrange for a job coach and provide job retention follow up.

SUCCESS STORY

Jon Fiala



# SRC Committee Reports

## CONSUMERS SERVED BY LEGISLATIVE DISTRICT

District	Total	Percent
1 .....	116 .....	2.1
2 .....	65 .....	1.1
3 .....	33 .....	0.6
4 .....	23 .....	0.4
5 .....	69 .....	1.2
6 .....	63 .....	1.1
7 .....	91 .....	1.6
8 .....	93 .....	1.6
9 .....	111 .....	2.0
10 .....	86 .....	1.5
11 .....	166 .....	2.9
12 .....	49 .....	0.9
13 .....	89 .....	1.6
14 .....	17 .....	0.3
15 .....	95 .....	1.7
16 .....	95 .....	1.7
17 .....	161 .....	2.8
18 .....	186 .....	3.3
19 .....	292 .....	5.2
20 .....	65 .....	1.1
21 .....	71 .....	1.3
22 .....	181 .....	3.2
23 .....	127 .....	2.2
24 .....	114 .....	2.0
25 .....	103 .....	1.8
26 .....	85 .....	1.5
27 .....	98 .....	1.7
28 .....	369 .....	6.5
29 .....	149 .....	2.6
30 .....	116 .....	2.1
31 .....	26 .....	0.5
32 .....	115 .....	2.0
33 .....	259 .....	4.6
34 .....	64 .....	1.1
35 .....	182 .....	3.2
36 .....	176 .....	3.1
37 .....	191 .....	3.4
38 .....	109 .....	1.9
39 .....	25 .....	0.4
40 .....	119 .....	2.1
41 .....	132 .....	2.3
42 .....	169 .....	3.0
43 .....	105 .....	1.9
44 .....	86 .....	1.5
45 .....	38 .....	0.7
46 .....	108 .....	1.9
47 .....	98 .....	1.7
48 .....	171 .....	3.0
49 .....	103 .....	1.8

## Employer Relations Committee

Members: Marc Hultine, Jason Kerkman, Michael Newman, Mark Schultz, Pearl Van Zandt, Sandy Ham (Chair)

Jim Coyle-VR Advisor

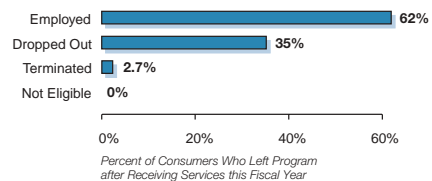
The Employer Relations Committee provided recommendations to the State Rehab Council on a number of subjects the Committee has discussed in the last year:

- A motion was made and approved; the SRC will support developing legislation that will increase opportunities for employment of persons with disabilities with state government.
- The committee supported the suggested expansion of the pilot VR/ATP program statewide to educate employers on Assistive Technology Partnership services. ATP can provide services for retention of employees who are having difficulties in the workplace, related to injury or disability.

- A motion was made and approved for the SRC to host an informational gathering for the recently elected State Senators and provide information about VR services.
- The Employer Services Committee continues in its support of Nebraska VR's involvement with the National Employment Team (NET).

The Employer Services Committee was kept informed on other employer-VR activities. Some of these included a new summer marketing plan with materials to help develop additional employer relationships, the Transition Scholarship program and increased participation goals, and the updated job seeking materials—***Resume Workbook*** and ***Finding the Job that Works for You***.

## OUTCOME FOR CONSUMERS EXITING PROGRAM AFTER RECEIVING SERVICES



## Client Services and Satisfaction Committee

Members: Sharon Bloechle, Debra Bauer, Jay Ice, Kipp Ransom, Victoria Rasmussen, Merwyn Vavrina and Les Kimmons (Chair)

Don Crouch-VR Advisor

The Client Services Committee continued to provide feedback of Vocational Rehabilitation service delivery, this year the Committee focused on the following:

- Continued review of the agencies use of the IPE booklet (Discover the Job that Works for You).
- Encouraged the agency to have VR administrative staff and office supervisors conduct case reviews for every office.
- Worked with VR towards developing a policy on purchasing vehicles for consumers.
- Continued to assess client service satisfaction. This included working with VR to develop an on-line survey completed immediately after the consumer's initial interview with VR staff.

A pilot was completed very successfully. This will be expanded statewide in the next year.

Initial results of the pilot were reported at our August meeting. A total of (21) applicants responded. 100% of the applicants responded with positive answers.

### *Sample comments received:*

"I look forward to working with this program to hopefully improve my chances at finding gainful employment." *and*

"Each (specialist) was very helpful, detailed, and answered my questions completely. I left my appointment with clarity and a long missing motivation AND knowledge of what employment I can do in the very near future. I am very satisfied with my experience with VR. I was treated with kindness and respect that I have not received for a long time. I am optimistic for my future. Thank you."

## CUSTOMER SERVICE VALUES

Nebraska Vocational Rehabilitation is dedicated to quality employment solutions for individuals with disabilities.

We empower by:

**Respecting** the individual.

**Appreciating** differences.

**Communicating** effectively.

**Focusing** on strengths.

**Thinking** creatively.

**Acting** responsibly.

# State Rehabilitation Council Members

October 1, 2006—September 30, 2007

## CONTACT INFORMATION:

The State Rehabilitation Council (SRC) values the input and involvement of all citizens in Nebraska regarding rehabilitation services. All SRC meetings are open to the public and are a great opportunity for the public to voice concerns.

## MEETINGS:

Meeting dates, times and locations are posted on the Vocational Rehabilitation web site at [www.vocrehab.state.ne.us](http://www.vocrehab.state.ne.us).

## WRITE:

State Rehabilitation Council Chairperson  
Nebraska Department of Education  
301 Centennial Mall South  
P.O. Box 94987  
Lincoln, NE 68509

## CALL:

402.471.6301  
877.637.3422 (V/TTY)

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Business/Consumer

### Sharon Bloechle

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Fairbury  
Consumer

### Alvin Fox

McCool Junction  
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Council/Business

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Community Rehabilitation Program  
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### Sandy Ham

Lincoln  
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### Anna Harpster

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### Les Kimmons

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### Frank Lloyd

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### Michael Newman

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Business

### Larry Niemeyer

Norfolk  
Vocational Rehabilitation Counselor

### Kipp Ransom

Lincoln  
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### Vicki Rasmussen

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### Mark Schultz

Lincoln  
Assistive Technology Partnership

### Pearl Van Zandt

Lincoln  
State Workforce Investment Board

### Merwyn Vavrina

Lincoln  
Consumer

### Terry Lee Wilson

Indianola  
Consumer

## OFFICE LOCATIONS

### Columbus serves counties:

Butler, Colfax, Nance, Platte and Polk  
3020 18th Street, Suite 2, Columbus, NE 68601  
(402) 562-8065 V/TTY, (877) 505-0866 V/TTY  
vr.columbus@vr.ne.gov

### Fremont serves counties:

Dodge  
2951 North Clarkson Street, Fremont, NE 68025  
(402) 727-2900 V, (888) 585-5439 V  
vr.fremont@vr.ne.gov

### Grand Island serves counties:

Adams, Clay, Fillmore, Greeley, Hall, Hamilton,  
Howard, Merrick, Nuckolls, Thayer, Webster, York  
3335 West Capital Avenue, Grand Island, NE 68803  
(308) 385-6200 V/TTY, (800) 862-3382 V/TTY  
vr.grandisland@vr.ne.gov

### Kearney serves counties:

Blaine, Buffalo, Custer, Franklin, Furnas, Garfield,  
Harlan, Kearney, Loup, Phelps, Sherman, Valley  
2916 West 24th Street, Kearney, NE 68845  
(308) 865-5343 V/TTY, (800) 262-3382 V/TTY  
vr.kearney@vr.ne.gov

### Lincoln serves counties:

Gage, Jefferson, Johnson, Lancaster, Nemaha, Otoe,  
Pawnee, Richardson, Saline, Saunders, Seward  
5143 South 48th Street, Lincoln, NE 68516  
(402) 471-3231 V, (402) 471-6341 TTY  
(800) 472-3382 V/TTY  
vr.lincoln@vr.ne.gov

### Norfolk serves counties:

Antelope, Boone, Boyd, Brown, Burt, Cedar, Cuming,  
Dixon, Holt, Keya Paha, Knox, Madison, Pierce, Rock,  
Stanton, Wayne, Wheeler  
1212 Benjamin Avenue, Norfolk, NE 68701  
(402) 370-3200 V/TTY, (800) 442-3382 V/TTY  
vr.norfolk@vr.ne.gov

### North Platte serves counties:

Arthur, Chase, Cherry, Dawson, Dundy,  
Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith,  
Lincoln, Logan, McPherson, Perkins, Red Willow, Thomas  
200 South Silber, Bldg. #2, North Platte, NE 69101  
(308) 535-8100 V/TTY, (800) 272-3382 V/TTY  
vr.northplatte@vr.ne.gov

### Omaha-Downtown serves counties:

Cass, Dodge, Douglas, Sarpy, Washington.  
1313 Farnam on the Mall, Omaha, NE 68102  
(402) 595-2100 V, (402) 595-2107 TTY  
(800) 554-3382  
vr.omaha@vr.ne.gov

### Omaha-West serves counties:

Dodge, Douglas  
12011 Q Street, Omaha, NE 68137  
(402) 595-1212 V/TTY, (877) 240-4445 V/TTY  
vr.omahawest@vr.ne.gov

### Scottsbluff serves counties:

Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden,  
Kimball, Morrill, Scotts Bluff, Sheridan, Sioux  
1517 Broadway, Suite 131, Scottsbluff, NE 69361  
(308) 632-1321 V/TTY, (800) 292-3382 V/TTY  
vr.scottsbluff@vr.ne.gov

### South Sioux City serves counties:

Dakota, Thurston  
901 West 21st Street, Suite 1,  
South Sioux City, NE 68776  
(402) 494-2265 V/TTY, (877) 659-7899 V/TTY  
vr.southsioux@vr.ne.gov

### State Office (located in Lincoln):

301 Centennial Mall South, PO Box 94987,  
Lincoln, NE 68509-4987  
(402) 471-3644 V/TTY, (877) 637-3422 V/TTY

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**STATE REHABILITATION COUNCIL**

Department of Education

State of Nebraska

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